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Bib Data Sheet

CONFIRMATION NO. 1465

SERIAL NUMBER 10/076,963	FILING DATE 02/15/2002 RULE	CLASS 704	GROUP ART UNIT 2641	ATTORNEY DOCKET NO. 9259-2
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## APPLICANTS

William Bares, Raleigh, NC;  
 Bradford Mott, Apex, NC;  
 Luke Zettlemoyer, Cambridge, MA;  
 James Lester, Raleigh, NC;

## \*\* CONTINUING DATA \*\*\*\*\*

THIS APPLN CLAIMS BENEFIT OF 60/269,032 02/15/2001

## \*\* FOREIGN APPLICATIONS \*\*\*\*\*

## IF REQUIRED, FOREIGN FILING LICENSE GRANTED

\*\* 03/11/2002

Foreign Priority claimed	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY NC	SHEETS DRAWING 9	TOTAL CLAIMS 66	INDEPENDENT CLAIMS 6
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance Examiner's Signature <i>Matthew T. Mck</i> Initials				

## ADDRESS

20792

## TITLE

Methods, systems, and computer program products for providing automated customer service via an intelligent virtual agent that is trained using customer-agent conversations

FILING FEE RECEIVED 1820	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
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